

Senate Bill 214

By: Senators Thompson of the 5th, Henson of the 41st, Brown of the 26th, Adelman of the 42nd, Seay of the 34th and others

A BILL TO BE ENTITLED  
AN ACT

To amend Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to state government in general, so as to provide for qualifications with respect to certain call centers; to provide for definitions; to provide for construction; to provide for related matters; to provide an effective date; to repeal conflicting laws; and for other purposes.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

**SECTION 1.**

Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to state government in general, is amended by adding a new Code section to read as follows:

"50-1-9.

(a) As used in this Code section, the term:

(1) 'Call center' means an entity whose primary purpose includes the initiating or receiving of telephonic communications on behalf of any person for the purpose of providing or receiving services or information necessary in connection with the providing of services or other benefits.

(2) 'Service' means a governmental service provided by an agency for the benefit of the public.

(b) Any telephone call center operated by or on behalf of a state agency or department for the purpose of fulfilling such state agency's or department's provision of services shall be physically located within the United States.

(c) Nothing in this Code section shall be construed to impair the contractual rights of any party to a contract with the state where the contract was entered into prior to the effective date of this Code section."

**SECTION 2.**

This Act shall become effective upon its approval by the Governor or upon its becoming law without such approval.

### SECTION 3.

1 **SECTION 3.**  
2 All laws and parts of laws in conflict with this Act are repealed.